



## Human Resources

REQ. # 12-022

DATE POSTED: March 9, 2012

**NOTICE OF JOB OPENING**  
**ST. LUCIE COUNTY BOARD OF COUNTY COMMISSIONERS**  
**EQUAL OPPORTUNITY EMPLOYER**  
**2300 Virginia Avenue Fort Pierce, Fl. 34982 – 5652**  
**Telephone (772) 462-1546 Jobline (772) 462-1967**  
<http://co.st-lucie.fl.us>

This position must be posted for at least five (5) working days from 3/9/2012 TO 3/16/2012  
but will remain open until filled.

DEPARTMENT/DIVISION
<b>PUBLIC SAFETY &amp; COMMUNICATIONS - 911</b>
POSITION AVAILABLE
<b>COMMUNICATIONS OFFICER TRAINEE</b>
PAY RANGE
<b>\$10.34 - \$15.61 / hour</b>
COMMENTS
<p>It is the policy of St. Lucie County to give preference to eligible veterans and spouses of veterans in appointment and retention in county employment positions in accordance with Chapter 295, Florida Statutes, and Chapter 22VP-1, Florida Administrative Code. Copies of Chapter 295 and Chapter 22VP-1 are available for review in the Human Resources Department.</p>

**JOB CODE 868**

**PAY GRADE 9**

**SALARY: \$10.34 - \$15.61**

**COMMUNICATIONS OFFICER TRAINEE I**

**MAJOR FUNCTION:**

Learn basic 9-1-1 Communications Officer functions; participate in training and instruction in receiving, screening and dispatching messages over a police communications system. This is a two-phase training program. This initial phase of training lasts for approximately six weeks. The entire training program is approximately twelve weeks. Successful trainees of the entire twelve-week training program are qualified for employment as a 9-1-1 Communications Officer. Successful completion of the training program also provides certification as an Associated Public Communication Officer and certification to access the Florida Crime Information Center and the National Crime Information Center.

**ESSENTIAL JOB FUNCTIONS:**

1. Participate, in a classroom environment, in training and instruction in the following areas:
  - The 9-1-1 Standard Operation Procedure (SOP) Manual
  - Using the 9-1-1 Computer Aided Dispatch (CAD) and the 911 telephone system to receive and dispatch information.
  - Defining geographic areas and department jurisdictions on supplied maps.
  - Completing manual ledgers.
  - Additional areas of instruction needed for the job position of 9-1-1 Communications Officer.
2. Monitor live 9-1-1 calls and dispatches.
3. Daily Observation Reports (DOR) are completed daily and reviewed with trainee.
4. Testing is done on a regular basis to ensure the trainee is retaining learned material.

**KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB**

**Knowledge:**

1. Familiarity with the geography of the area, its road network and surrounding areas.
2. Familiarity with the local government agencies and their functions.
3. Basic knowledge of computer functions.
4. Basic understanding of the job functions and responsibilities of a 9-1-1 Communications Officer.

**Abilities:**

1. Ability to react quickly and calmly in emergencies.
2. Ability to work under high stress.
3. Ability to maintain a variety of clerical records.
4. Ability to write and repeat information quickly, accurately, and correctly in the English language.
5. Ability to process and record data quickly on a data processing type card and other ledgers.

6. Ability to type 30 words per minute after two months from the date of employment.
7. Ability to establish and maintain a satisfactory working relationship with co-workers and the general public.
8. With training, ability to operate multi-channel radio consoles, telephone equipment, high-speed computer terminal, and teletype.
9. Ability to identify incoming call types and handle appropriately.
10. Ability to work twelve-hour shifts days, nights and/or weekends with the flexibility to change work schedule with limited notice.

**Skills:**

1. Good diction and active listening.
2. Good customer service skills.

**ESSENTIAL PHYSICAL SKILLS:**

1. Good eyesight.
2. Good hearing in both ears and be capable of wearing a head set with an ear insert device during shift hours.
3. Clear speaking voice.
4. Use of both hands and fingers with dexterity.
5. Good hand/eye coordination.
6. Occasional walking and frequent standing.
7. Ability to lift 30 lbs occasionally.

**ENVIRONMENTAL CONDITION REQUIREMENTS:**

Constant work inside the office in a sedentary posture. Must be willing to do shift work.

**WORK HAZARDS:**

Possible vision dysfunction due to heavy computer work.

**SAFETY EQUIPMENT USED OR NEEDED:**

None.

**EDUCATION:**

Graduation from a high school or possession of an acceptable equivalency diploma, or an equivalent recognized certification.

**EXPERIENCE:**

Experience affording familiarity with radio dispatching techniques preferred.

**LICENSE, CERTIFICATION, OR REGISTRATION:**

Must have a valid Florida driver's license and maintain a good driving record.

Union	Non-Union X	Exempt	Non-Exempt X
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**JOB CODE 870**

**PAY GRADE 11**

**SALARY: \$11.41 - \$17.89**

**COMMUNICATIONS OFFICER TRAINEE II**

**MAJOR FUNCTION:**

Learn basic 9-1-1 Communications Officer functions; participate in training and instruction in receiving, screening and dispatching messages over a police communications system. This is a two-phase training program. This second phase of training lasts for approximately six weeks. The entire training program is approximately twelve weeks. Successful trainees of the entire twelve-week training program are qualified for employment as a 9-1-1 Communications Officer. Successful completion of the training program also provides certification as an Associated Public Communication Officer and certification to access the Florida Crime Information Center and the National Crime Information Center.

**ESSENTIAL JOB FUNCTIONS:**

5. Participate in training and instruction involving the following:
  - Classroom time and hands-on instruction with a Communications Training Officer (CTO).
  - Monitoring authentic recorded 911 calls and dispatches and acting on them in a mock situation.
  - Instruction regarding how to dispatch calls for service to officers in a mock situation.
  - Assignment to a CTO in a live environment to observe and listen to telephone calls and radio transmissions.
  - Trainee will gradually be able to perform on their own in a live situation while still under the instruction of a CTO.
  - The 9-1-1 Standard Operation Procedure (SOP) Manual
  - Using the 9-1-1 Computer Aided Dispatch (CAD) and the 911 telephone system to receive and dispatch information.
  - Defining geographic areas and department jurisdictions on supplied maps.
  - Completing manual ledgers.
  - Additional areas of instruction needed for the job position of 9-1-1 Communications Officer.
6. Daily Observation Reports (DOR) are completed daily and reviewed with trainee.
7. Testing is done on a regular basis to ensure the trainee is retaining learned material.

**KNOWLEDGE, ABILITIES AND SKILLS NEEDED TO PERFORM THE ESSENTIAL JOB**

**Knowledge:**

1. Familiarity with the geography of the area, its road network and surrounding areas.
2. Familiarity with the local government agencies and their functions.
3. Basic knowledge of computer functions.
4. Basic understanding of the job functions and responsibilities of a 9-1-1 Communications Officer.

**Abilities:**

1. Ability to react quickly and calmly in emergencies.
2. Ability to work under high stress.
3. Ability to maintain a variety of clerical records.
4. Ability to write and repeat information quickly, accurately, and correctly in the English language.
5. Ability to process and record data quickly on a data processing type card and other ledgers.
6. Ability to type 30 words per minute after two months from the date of employment.
7. Ability to establish and maintain a satisfactory working relationship with co-workers and the general public.
8. With training, ability to operate multi-channel radio consoles, telephone equipment, high-speed computer terminal, and teletype.
9. Ability to identify incoming call types and handle appropriately.
10. Ability to work twelve-hour shifts days, nights and/or weekends with the flexibility to change work schedule with limited notice.

**Skills:**

1. Good diction and active listening.
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**ESSENTIAL PHYSICAL SKILLS:**

1. Good eyesight.
2. Good hearing in both ears and be capable of wearing a head set with an ear insert device during shift hours.
3. Clear speaking voice.
4. Use of both hands and fingers with dexterity.
5. Good hand/eye coordination.
6. Occasional walking and frequent standing.
7. Ability to lift 30 lbs occasionally.

**ENVIRONMENTAL CONDITION REQUIREMENTS:**

Constant work inside the office in a sedentary posture. Must be willing to do shift work.

**WORK HAZARDS:**

Possible vision dysfunction due to heavy computer work.

**SAFETY EQUIPMENT USED OR NEEDED:**

None.

**EDUCATION:**

Graduation from a high school or possession of an acceptable equivalency diploma, or an equivalent recognized certification.

**EXPERIENCE:**

Completion of Communications Officer Trainee I training is required.

**LICENSE, CERTIFICATION, OR REGISTRATION:**

Must have a valid Florida driver's license and maintain a good driving record.

Union	Non-Union X	Exempt	Non-Exempt X
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